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User testing to improve the content, wording, structure and formatting of the NHS Injectable Medicines Guide

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Background & aim

- The NHS Injectable Medicines Guide (IMG) is used by nurses in >100 hospitals to guide the preparation & administration of IV medicines.
- Surveys suggest users find it too detailed & confusing¹.
- This may make it difficult to find relevant, unambiguous information & could lead to serious medication errors.
- We aimed to identify & resolve problems in two typical IMG guides via user testing².

User testing methods

- We recruited 30 nurses from three hospitals who regularly administer IV medicines.
- These nurses tested existing IMG guides for voriconazole & aminophylline (renamed bathicillin & unimycin) via 3 iterative rounds of 10 interviews, each followed by guide revision.
- Each interview included direct questions that we scored to determine whether each participant could find & understand 17 key points of information (KPIs, Table 1).
- Open questions then explored views on guide content & format (analysed thematically).
- The study was approved by the University of Bath Research Ethics Approval Committee for Health (EP 17/18 126) & the Health Research Authority (IRAS 235214).

Results

- The number of participants able to find & understand KPIs increased following revisions made between successive rounds of user testing (Figure 1 & Table 1).
- These improvements were the result of multiple changes to the content, wording, structure & formatting of the guides (Figure 2)

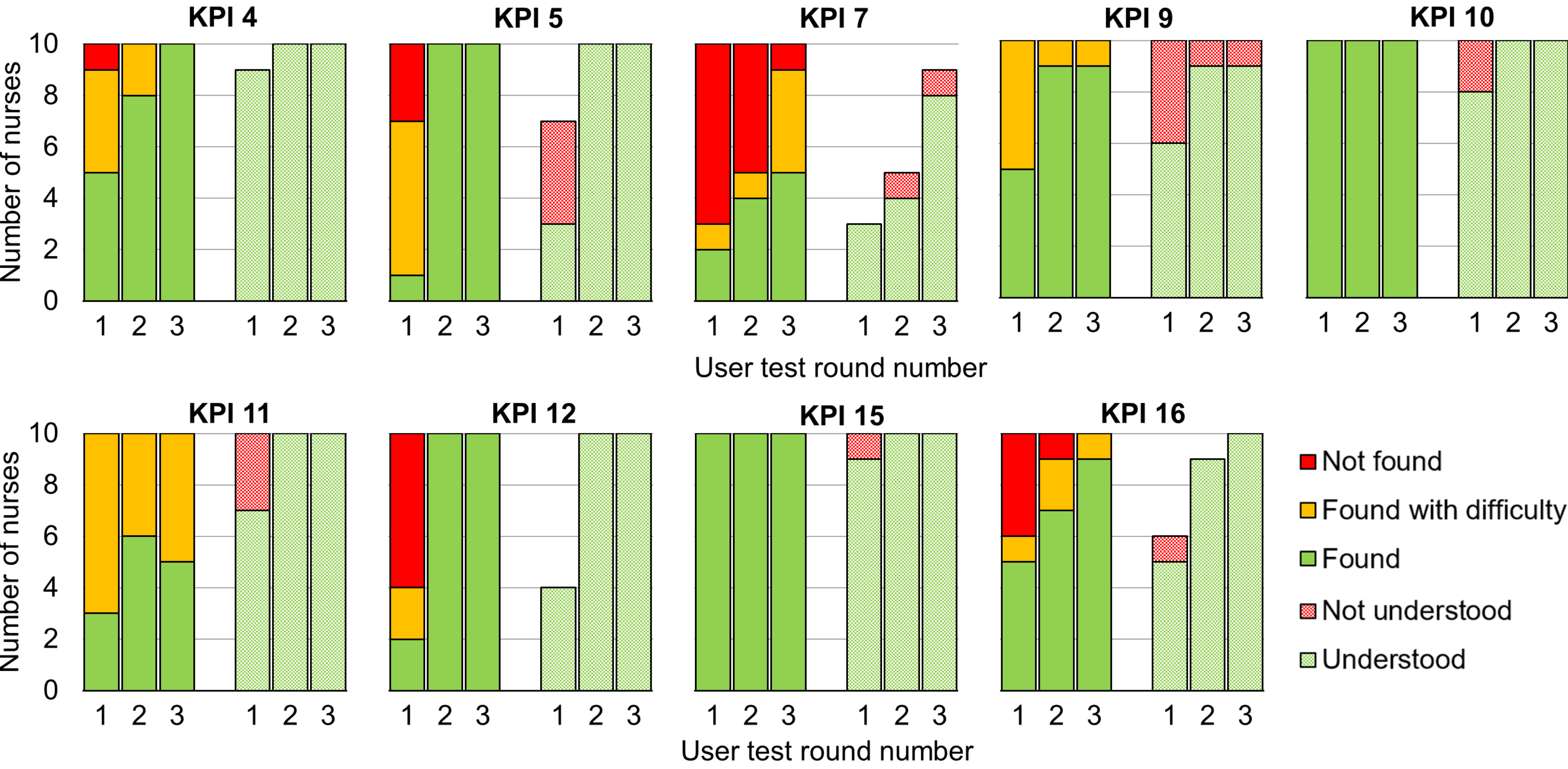
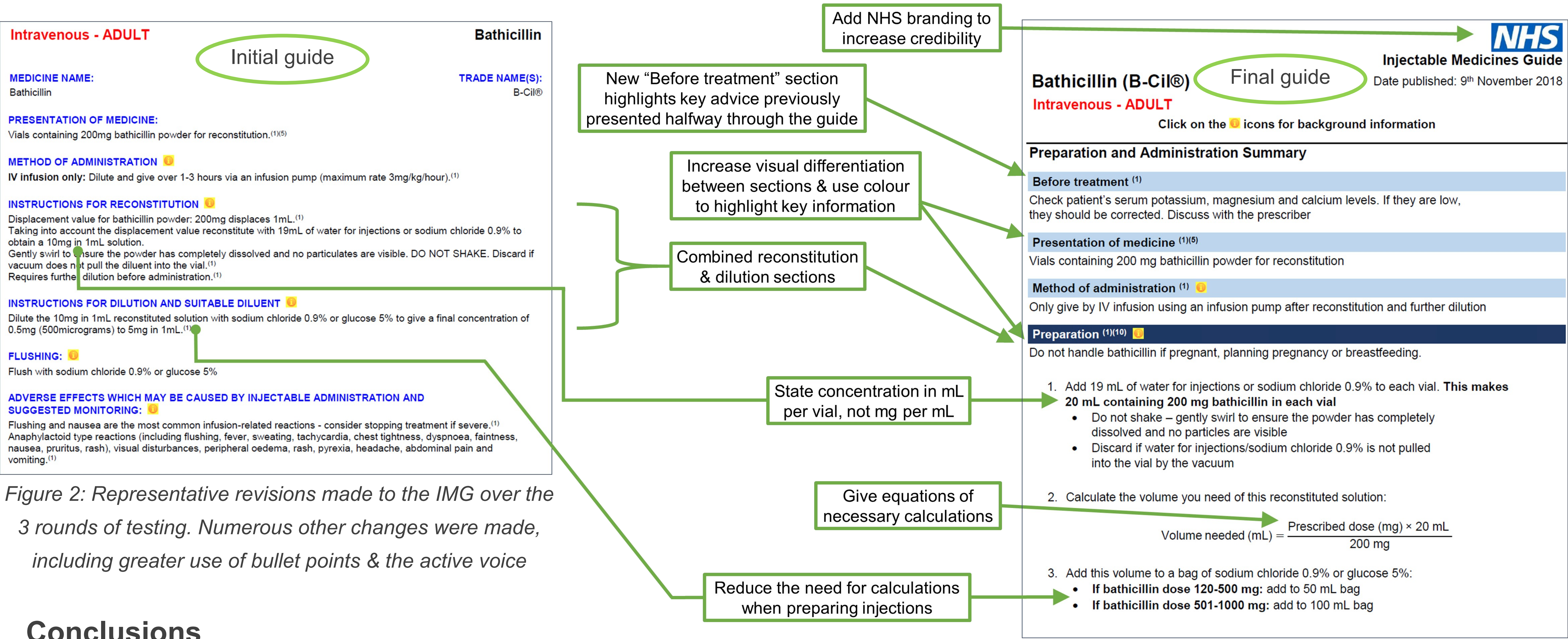


Figure 1: Number of nurses in each round of user testing able to find & understand KPIs. All nurses found & understood the KPIs that are not displayed (1-3, 6, 8, 13, 14 & 17)

Table 1: KPI topics that were not found or understood by some nurses*

KPI	Drug	Topic
4	Voriconazole	Pre-treatment monitoring
5		Volume of dilution solutions
7		Volume of drug solution containing dose
9		Infusion rate
10	Aminophylline	Methods of administration
11		Infusion rate
12		Responding to adverse effects
15		Extravasation
16		NPSA safety alert

*KPI topics found & understood by all nurses included presentation of the medicine, reconstitution, dilution solutions, sodium content, latex content, compatibility, expiry time & fluid restriction.



Conclusions

- The original guides performed poorly for several important KPIs.
- The user testing process improved guide performance in the interview context.
- An on-going randomised *in situ* simulation study will determine whether the user tested guide results in fewer preparation & administration errors in a ward environment.

References

- Erskine *et al.* An assessment of the information provided to support healthcare staff to administer injectable medicines. UK Medicines Information Practice Development Seminar 2012.
- Raynor *et al.* Ther Innov Regul Sci. 2013 48(2):255-65.

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